

SW-02361A-05-0657

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Carmen MadridPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 53499Date: 7/7/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Jeff & Renee

Kerner

Account Name: Jeff & Renee KernerHome: (000) 000-0000Street: [REDACTED]Work: (000) 000-0000City: [REDACTED]CBR:State: AZZip: [REDACTED]is:Utility Company: Black Mountain Sewer CorporationDivision: sewerContact Name: n/aContact Phone: n/aNature of Complaint:

[REDACTED]

July 4, 2006

Consumer Services Division
Arizona Corporation Commission
Utilities Division
1200 West Washington St.
Phoenix, AZ 85007

Arizona Corporation Commission

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AZ CORP COMMISSION
DOCUMENT CONTROL

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Sent via fax: [REDACTED]

Attn: Consumer Services
Carmen Madrid

Dear Ms. Madrid:

I understand that Black Mountain Sewer Company has requested a 13.52% increase in our sewer rates. My wife and I strongly feel that BMS has not earned a raise.

In addition to odorous sewers that they had delayed to act on, we found the following:

1. They delayed rebuilding the CIE lift station. When they got around to it, BMSC contracted out the job, during which time a wrong valve was installed, causing a major catastrophe over the Memorial Day weekend. We understand mistakes like these can happen, but we question their competence.
2. When lift stations break down, BMSC hires trucks to suck up sewage at the ailing station and transfer it to the manhole in front of the plant. This has occurred at all times of day or night. Manholes in other areas are also

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opened for various reasons. When the seals around the manhole lids are broken, sewer odor permeates the neighborhood. Why must a sewer company have to rely on vactor trucks to transfer loads from one place to another? What's wrong with the system? Does BMSC know what it's doing?

3 The company does not appear to be committed to making permanent repairs or installations. Correct Solutions are costly, and are never included in its operating budget. The company has consistently applied band-aids and poured in chemicals to mask the odor.

4. The (recently fired) General Manager resented complaints about the system, and refused including homeowners in pertinent meetings.

We request that you do not allow them any increase in rates and look into some other agency to operate our sewer system, if possible.

Sincerely,
Jeff and Renee Kerner
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

July 7, 2006.

Jeff and Renee Kerner


Dear Mr. and Mrs. Kerner,

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission.

Your letter regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst

File in docket no. SW-0261A-05-0657. closed
End of Comments

Date Completed: 7/7/2006

Opinion No. 2006 - 53499